MDD / MDD TR Release R7.25 Service Talk

MDD and MDD TR Release R7.25 will be piloted from 10/26 to 11/06 and deployed nationwide on 11/09 to all remaining sites. New features introduced in the release include:

- **Apply regular scan barcode workflow into Dynamic Delivery**
- **Change of Address – MLNA (Moved Left No Address)**
- **Modify the Uncommitted Data Warning Message from 20 minute to 5 minute**
- **Logic update in supporting Geo flag population in MED106**
- **Enable Geo Alert in Dynamic Delivery**
- **Package Look Ahead screen update**
- **Add additional Vibration for hearing-impaired carriers**
- **Add new Global Direct Entry STCs**

Dynamic Delivery Regular Scan Workflow

Background

Dynamic Delivery workflow needs to be modified to flow similarly as Regular Scan Barcode mode.

Changes on MDD

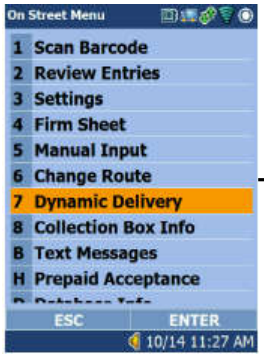
MDD application is modified to offer the same confirmation events and workflow as the regular Scan Barcode for Dynamic Delivery.

Coloring stops and packages also added:

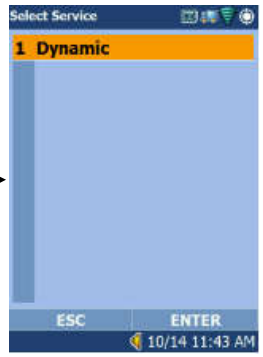
Coloring On Stop level:
If a stop has multi packages and not all of them are scanned, then whole stop stays Blue.
A stop turns Green if any single package at the stop is scanned and a confirmation event is applied.

Coloring for Packages inside stop:
Package delivered with option 1. Delivered = Green;
Delivered with any other option: (2. Attempted; or 3. Return to Sender.., or 4. Other) = Yellow;
Not scanned = Blue

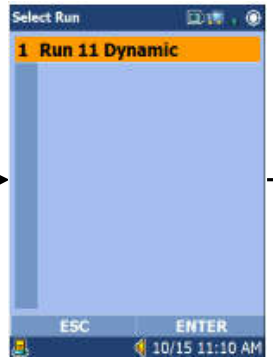
Dynamic Delivery Regular Scan Workflow



Select Dynamic Delivery and Press Enter



Select Dynamic and Press Enter



Select Run and Press Enter

Select Delivery Routes and Press Enter

Select Route and Press Enter

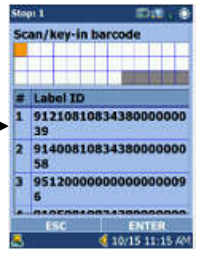
Select Stop and Press Enter

Select Delivery and Press Enter

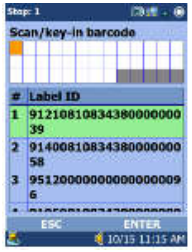
Dynamic Delivery Regular Scan Workflow

Delivering Signature required package and applying Return to Sender

Workflow could be different, depending on Service Type and Delivery Path of a label.
Delivered Location list could be different, based on Service Type, the same way as in Regular Scan mode.



Screen with labels for a stop displayed;
Scan label



Scanned label (P1 in this sample) will change color to green;
Press ENTER

Question for Partial delivery pops up;
Select 1. Partial Delivery, ENTER

Confirmation Events list present with 4 options;
Select 1. Delivered,
Press ENTER

Select any event,
Press ENTER

Fill out empty fields, press ENTER

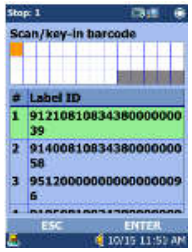
Address will be prepopulated with one from dynamic Delivery manifest;
Fill out empty fields;
Press ENTER

Modify Zip screen appeared;
Press ENTER

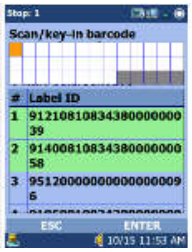
Information recorded

Coloring On Stop level:
If stop has multi packages and not all of them scanned, then whole stop stays Blue

1st stop is still in Blue color, as some packages were not scanned yet



1 st scanned package is colored in green;
Scan 2d package and press ENTER



2d scanned package changed color to green.
Press ENTER

Question for Partial delivery pops up;
Select 1. Partial Delivery, ENTER

Confirmation Events list present with 4 options;
Select 3. Return to Sender; press ENTER

ALL sub- events displayed;
Press ENTER

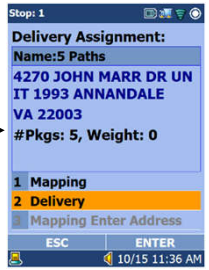
Information recorded

Dynamic Delivery Regular Scan

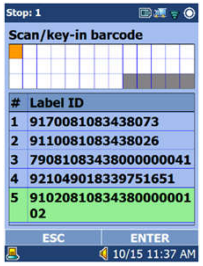
Scanning Non-Signature

Multiple Labels Transaction in Dynamic Delivery

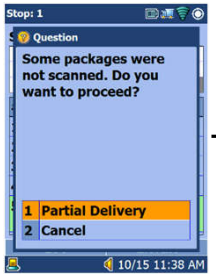
Select Stop and press ENTER



Select Delivery and press ENTER



Scan or Key-in barcode, press ENTER

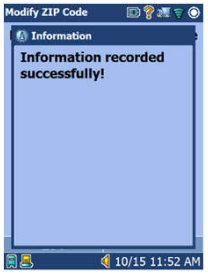


Select Partial Delivery and press ENTER

Select Delivered and press ENTER

Select Delivered Location and press ENTER

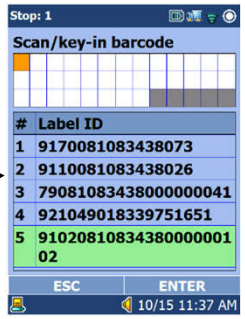
Modify ZIP Code if needed and press ENTER



Confirmation Pop-up appears

Coloring On Stop level: If stop has multi packages and not all of them scanned, then whole stop stays Blue

1st stop with 5 packages is still in Blue color, as some packages were not scanned yet



Delivered package will show in green, and un-scanned packages are in blue

Dynamic Delivery Regular Scan Workflow

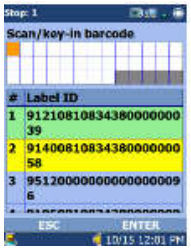
Applying Attempted and the sub-event

Workflow could be different, depending on Service Type of a label.
Delivered Location list could be different, based on Service Type, the same way as in Regular Scan mode.

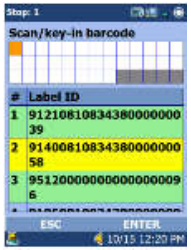
Coloring On Stop level:
If stop has multi packages and not all of them scanned, then whole stop stays Blue

1st stop is still in Blue color, as some packages were not scanned yet

Coloring Packages inside stop:
Package delivered
1. Delivered = Green;
Delivered with any other option: (2. Attempted; or 3. Return to Sender.., or 4. Other) = Yellow;
Not scanned = Blue



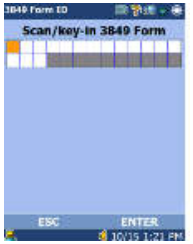
1st scanned package is colored in green (delivered);
2d package is colored in Yellow (event selected was not Delivery)
Scan 3d package in blue and press ENTER



3d scanned package changed color to green.
Press ENTER

Confirmation Events list present with 4 options;
Select 2. Attempted, press ENTER

List of Attempted events present (if P5 label, than option 1. No Authorized Recipient Available won't be on a list)
Select 1st option, Press ENTER



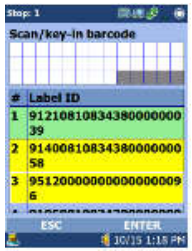
Scan 3849 Form. Screen might not be present if option 3, 5 or 6 selected

Zip code screen appears

Information recorded

Coloring On Stop level:
If stop has multi packages and not all of them scanned, then whole stop stays Blue

1st stop is still in Blue color, as some packages were not scanned yet



Colors for the packages will remain the same color as before (depending on selected delivery events)

Dynamic Delivery Regular Scan Workflow

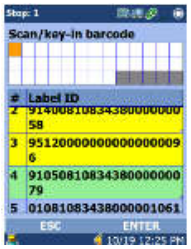
Applying Event Other and the sub-event

Workflow could be different, depending on Service Type of a label.
Delivered Location list could be different, based on Service Type, the same way as in Regular Scan mode.

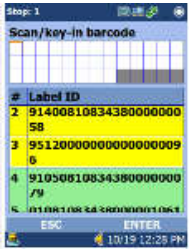
Coloring On Stop level:
If stop has multi packages and not all of them scanned, then whole stop stays Blue

1st stop is still in Blue color, as some packages were not scanned yet

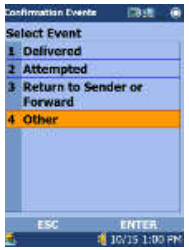
Coloring Packages inside stop:
Package delivered with option
1. Delivered = Green;
Delivered with any other option:
(2. Attempted;
or 3. Return to Sender..,
or 4. Other) = Yellow;
Not scanned = Blue



1st package was delivered and colored in green (not shown here);
2d and 3d packages are colored in Yellow (event selected was not Delivery)
Scan 4th and 5th packages package in blue and press ENTER



4th and 5th scanned packages changed color to green.
Press ENTER



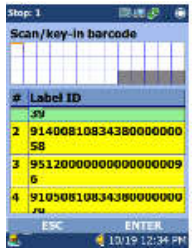
Confirmation Events list present with 4 options;
Select 4. Other, press ENTER

Full list of Other events present
Select any event, Press ENTER

Information recorded

Coloring On Stop level:
When **all** packages for the stop were scanned and processed, regardless of Delivery events selected, Stop changes color to Green

1st stop turned color to Green, as all packages were scanned/delivered



Colors for the packages will remain the same color as before (depending on selected delivery events)

Change of Address – MLNA(Moved Left No Address)

Background

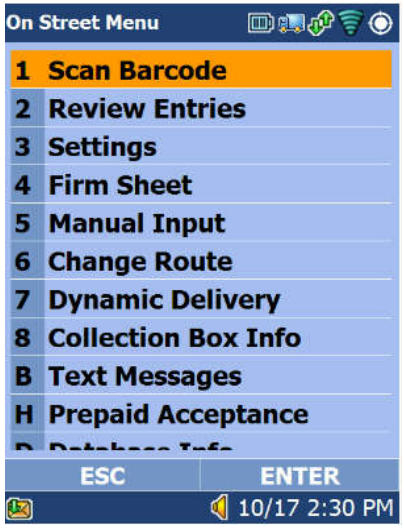
Currently carriers manually complete the 3575Z form when customers have moved and have not filed a Change-of-Address (COA).

Changes on MDD

Modify the MDD to allow carriers to capture information on addresses where a COA has not been completed by scanning an 11 digit barcode on a mail piece via the MLNA workflow. And also allow carrier to manually enter the address information if the 11 digit barcode is not available.

After the COA data is collected, MDD uploads the data to AWS(Amazon Cloud Service) then to NCSC (National Customer Service Center) for processing.

Change of Address – MLNA (Moved Left No Address)



1. Complete the log in process > carrier is On Street menu.

2. Scroll down to menu option “Moved Left No Address” or press hot key N.

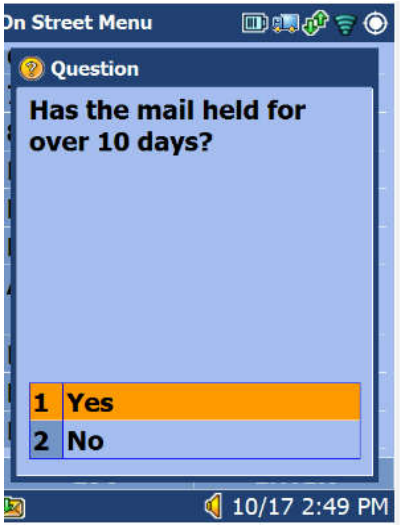
3. A pop up message is presented > carrier confirms if the mail has been held for 10 days.

4. When carrier selects NO. Error message is presented to carrier. Carrier gets returned to On street menu. Screenshot 1 here.

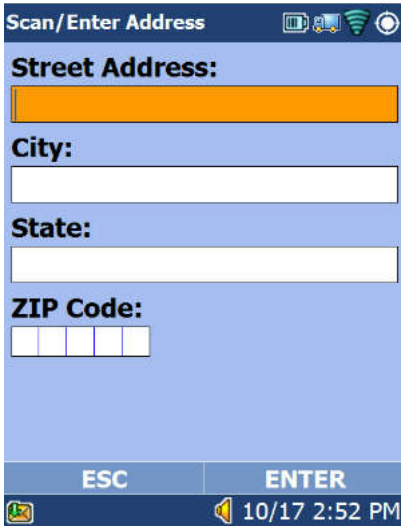
Change of Address – MLNA (Moved Left No Address)

1. Complete the log in process > carrier is On Street menu.

2. Scroll down to menu option “Moved Left No Address” or press hot key N.

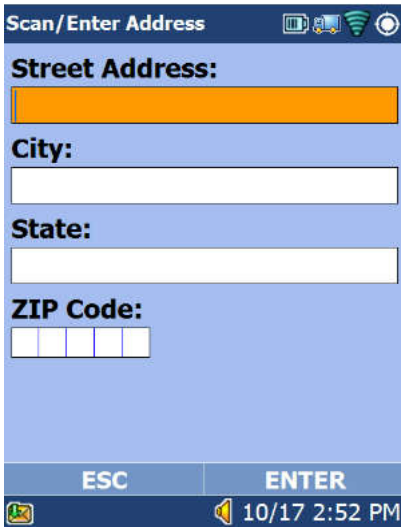


3. A pop up message is presented > carrier confirms if the mail has been held for 10 days.

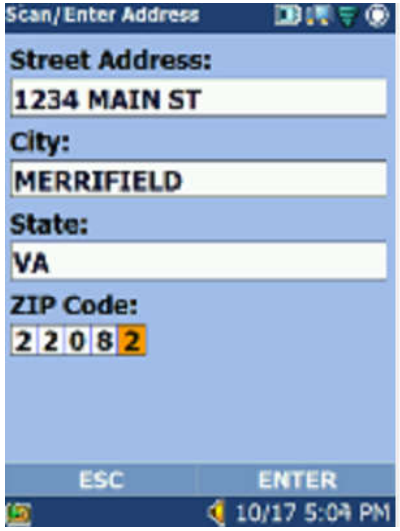


4. When carrier selects Yes. Scan/Enter address screen is presented.

Change of Address – MLNA (Moved Left No Address) – Scanning/ manual entry for Individual)

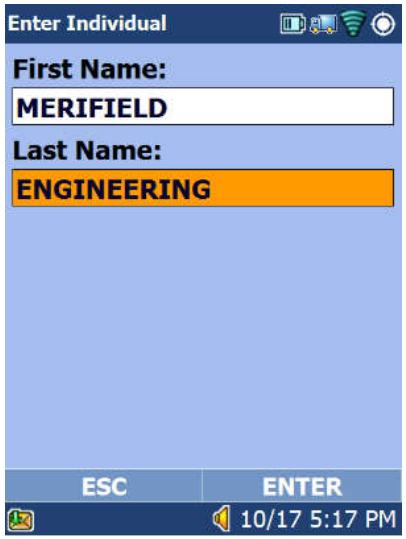


1.Selecting ‘N. MLNA” from on street menu & confirming yes (mail held for 10 days) Scan/Enter address screen is presented.



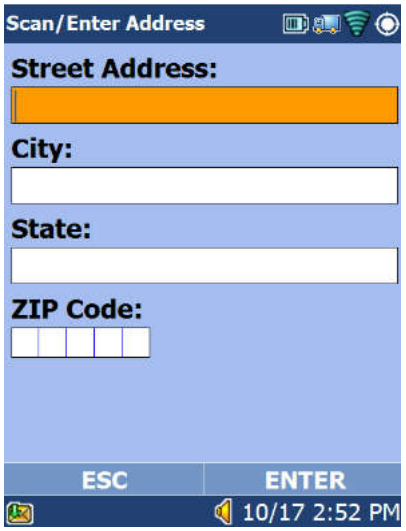
2. Carrier either scans the matching 11 digit barcode from AMS file or enters the address manually and presses enter.

3. The carrier is presented with three options. Carrier selects 1. Individual

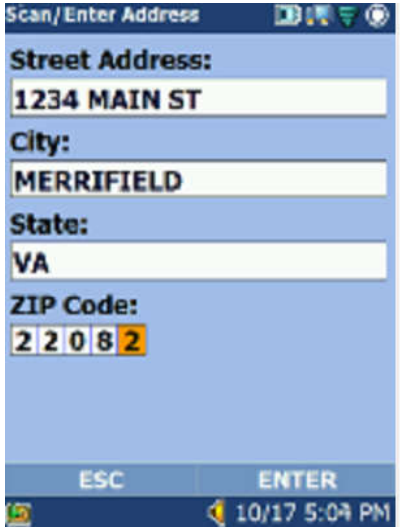


4 Enter first and last name > “Information recorded successfully.” Then back to On Street menu.

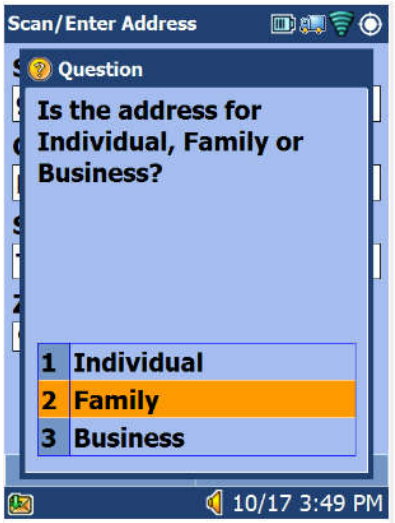
Change of Address – MLNA (Moved Left No Address) – Scanning/ manual entry for family)



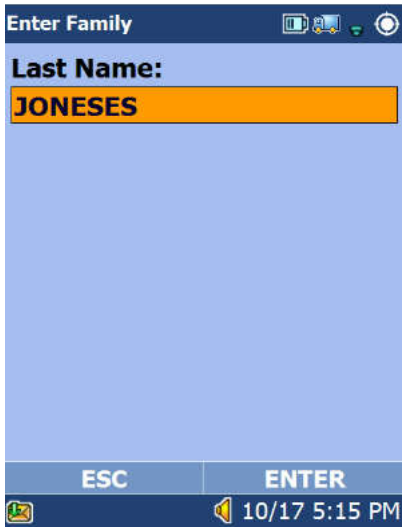
1.Selecting ‘N. MLNA” from on street menu & confirming yes (mail held for 10 days) Scan/Enter address screen is presented.



2. Carrier either scans the matching 11 digit barcode from AMS file or enters the address manually and presses enter.

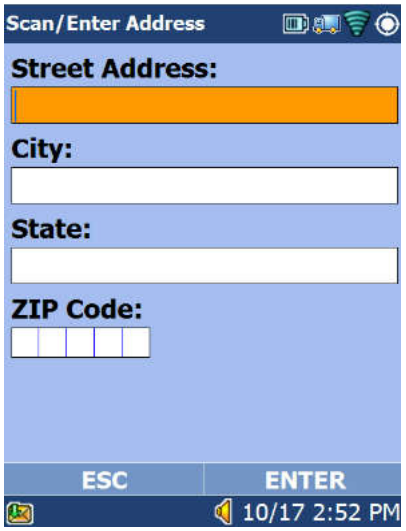


3. The carrier is presented with three options. Carrier selects 2. Family

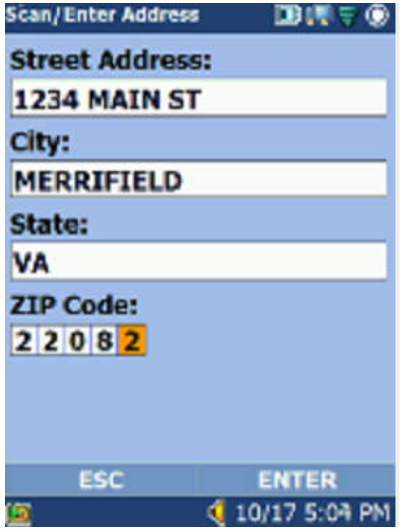


4 Enter last name > “Information recorded successfully.” Then back to On Street menu.

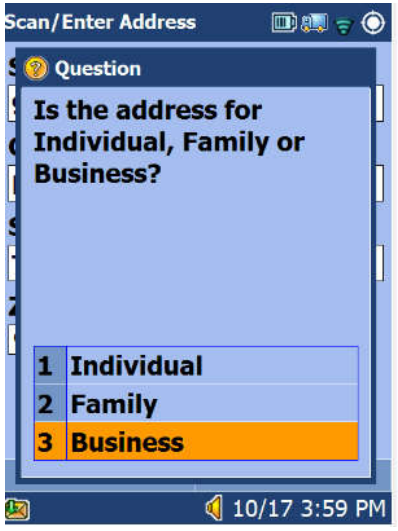
Change of Address – MLNA (Moved Left No Address) – Scanning/ manual entry for Business)



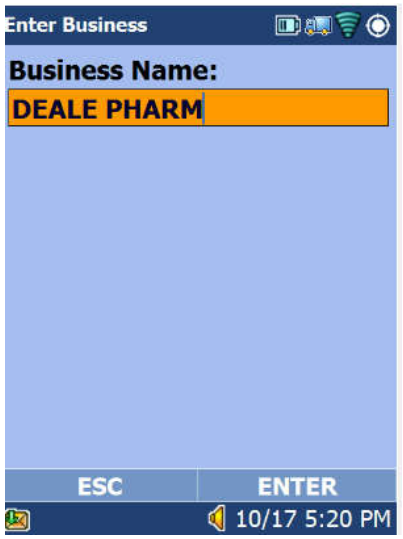
1.Selecting ‘N. MLNA” from on street menu & confirming yes (mail held for 10 days) Scan/Enter address screen is presented.



2. Carrier either scans the matching 11 digit barcode from AMS file or enters the address manually and presses enter.

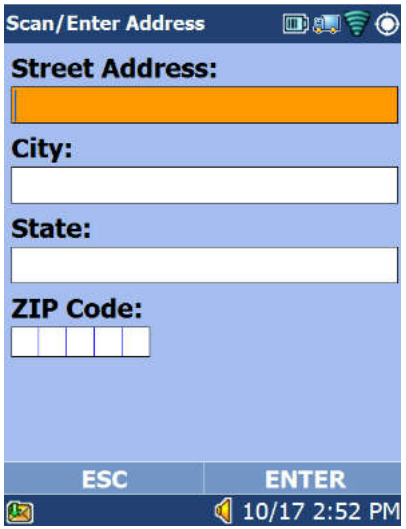


3. The carrier is presented with three options. Carrier selects 3. Business

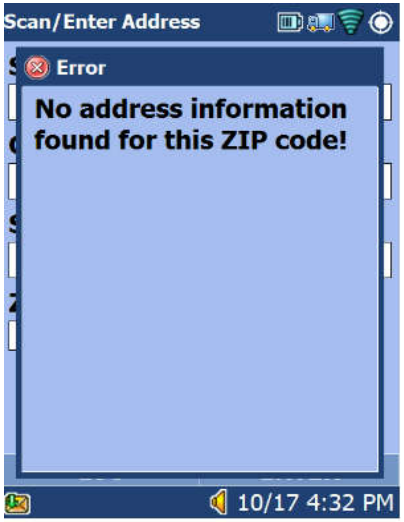


4 Enter business name > “Information recorded successfully.” Then back to On Street menu.

Change of Address – MLNA (Moved Left No Address) – Scanning – no 11 digit zip match)



1.Selecting ‘N. MLNA” from on street menu & confirming yes (mail held for 10 days) Scan/Enter address screen is presented.



2. If no match with 11 digit Zip, then the above screen is presented and scanner returns back to previous screen in screenshot 1

Uncommitted Data Warning Message

Background

Currently the Uncommitted Data Warning Message appears after 20 minutes idle from the last scan on the scanner.

Changes on MDD

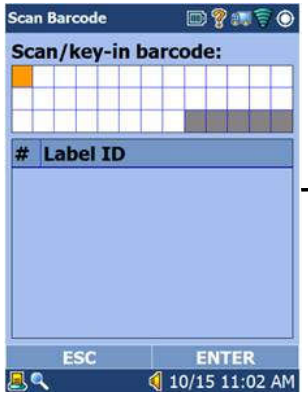
MDD application is modified to display the Uncommitted Data Warning Message after 5 minute idle from the last scan. User can select “Continue” or “Discard” at the prompt.

- Continue: All labels scanned are kept and user can continue scanning afterwards
- Discard: All labels scanned are erased and user need to rescan the barcodes

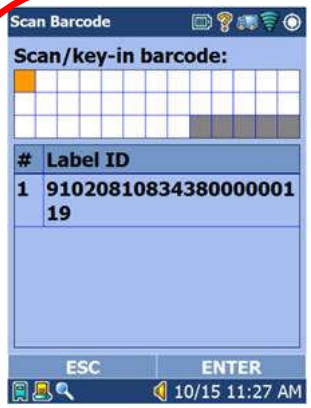
The warning message is displayed regardless the motion and speed of the scanner.

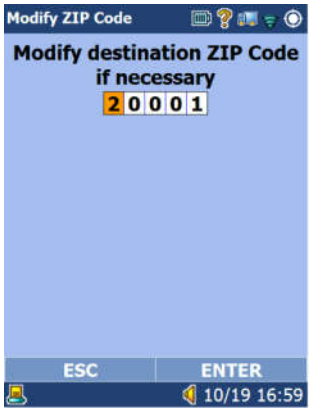
Uncommitted Data Warning Message

Select Scan Barcode and Press Enter



Scan a Barcode





After scanning barcodes, if users stay on these screens for longer than 5 mins, a warning message will display

Warning Message is displayed after 5 minutes with Beeping and Vibration – Select Continue to keep label or Discard to discard label.

Support GEO Flag Population in MED106

Background

Further updating MDD logic in populating Geo flag in MED 106 to support PTR Geo certification process.

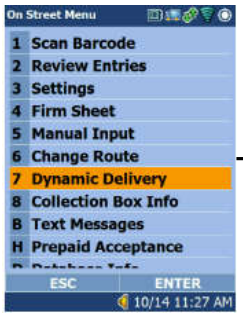
Changes on MDD

MDD application is modified to resolve cases listed below when Geo flag is not recorded in the MED106 but the delivery location address information is available on the scanner:

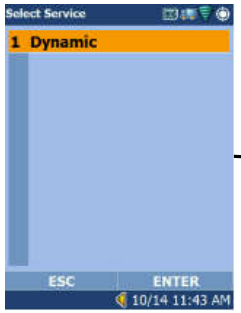
- When login route ID is different from the route ID in TRP package manifest as a result of incorrect login or pivot assignment for regular deliveries. The address lookup now is not limited to the login route anymore.
- When delivering packages in MDD Dynamic Delivery application, as a result of lacking DELSYSID in the DRT package manifest. The DELSYSID is now included in the DRT package file and MDD application is updated to apply to lookup logic for Dynamic deliveries based on DELSYSIDs.
- When package manifest file was missed in downloading as a result of earlier DEPART2ROUTE scan for parcel routes. The DEPART2ROUTE scan is now removed as TRP manifest file download cutoff. The cutoff time is limited to 11:00am(Local time) only.
- When no GPS at the time of scanning use the GPS when selecting Confirmation event

Enable Geo Alert in Dynamic Delivery

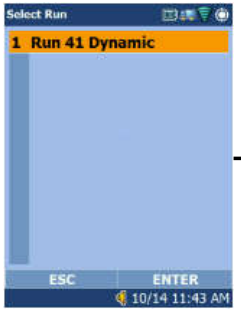
Single Label Transaction in Dynamic Delivery



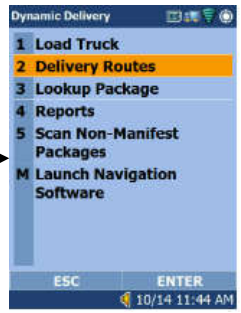
Select Dynamic Delivery and Press Enter



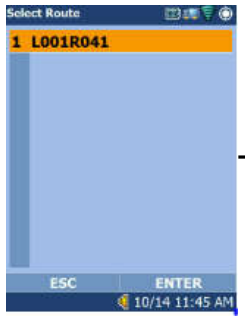
Select Dynamic and Press Enter



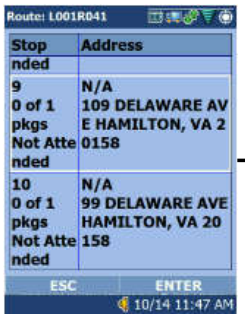
Select Run and Press Enter



Select Delivery Routes and Press Enter



Select Route and Press Enter



Select Stop and Press Enter

Select Delivery and Press Enter

Enable Geo Alert in Dynamic Delivery

Single Label Transaction in Dynamic Delivery

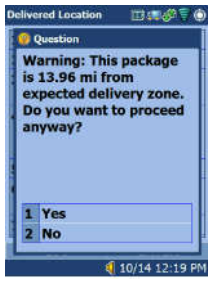
Note: Geo Alert audit applies to the following events:
Delivered > In/At Mailbox
Delivered > Front Door/Porch
Attempted> No Authorized Recipient Available
Attempted>Receptacle Full/Item Oversized
All above events will follow the same workflow after selecting Confirmation Event, as presented on this slide

Scan or Key-in barcode

Delivered Events

Select Confirmation Event 1.Delivered and press Enter

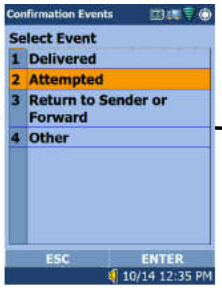
Select Delivery Location, either 1 In/At Mailbox or 2. Front Door/Porch and press Enter



Popup appears if current location is X feet away from mailbox/front door. . Select Yes

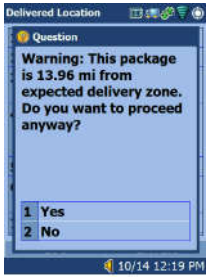
Validate destination zip to finish transaction

Attempted Events

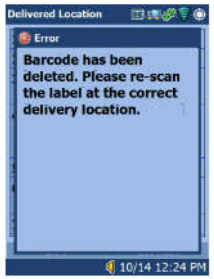


Select Confirmation Event 2. Attempted and press Enter

Select 1. No Authorized Recipient Available or 4. Receptacle Full, and press Enter



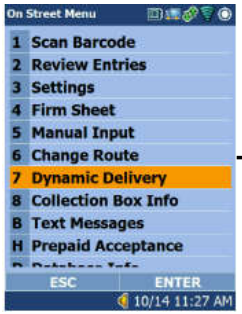
Popup appears if current location is X feet away from mailbox/front door. . Select No



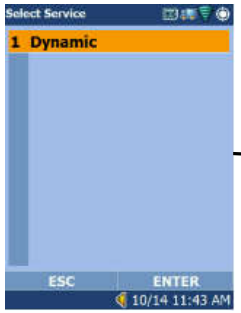
Timed Error message appears

Enable Geo Alert in Dynamic Delivery

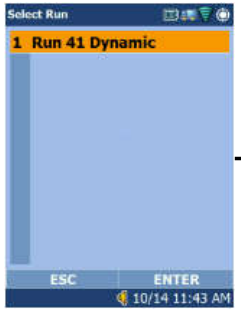
Multiple Label Transaction in Dynamic Delivery



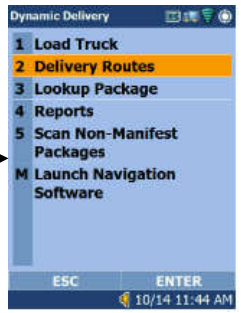
Select Dynamic Delivery and Press Enter



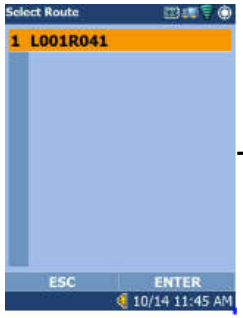
Select Dynamic and Press Enter



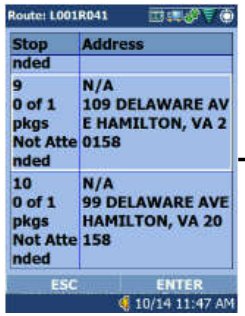
Select Run and Press Enter



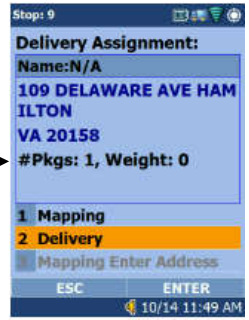
Select Delivery Routes and Press Enter



Select Route and Press Enter



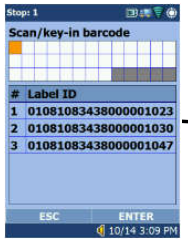
Select Stop and Press Enter



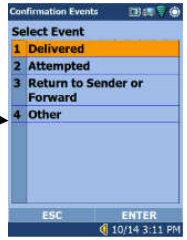
Select Delivery and Press Enter

Enable Geo Alert in Dynamic Delivery

Multiple Label Transaction in Dynamic Delivery

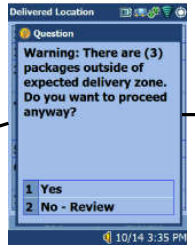


Scan/Key in barcodes and Press Enter

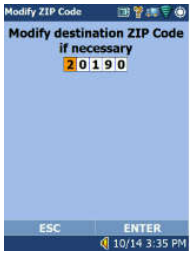


Select Confirmation Event 1. Delivered and Press Enter

Select Delivery Location either 1 In/At Mailbox or 2. Front Door/Porch and press Enter

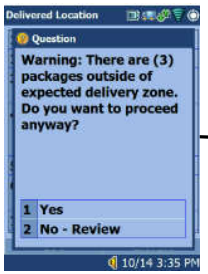


Popup appears if current location is X feet away from mailbox/front door Select 1.Yes, Enter

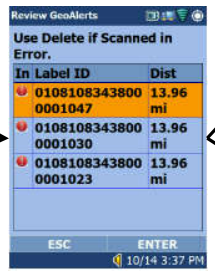


Validate Destination Zip and complete transaction

Note: Geo Alert audit applies to the following events:
Delivered > In/At Mailbox
Delivered > Front Door/Porch
Attempted> No Authorized Recipient Available
Attempted>Receptacle Full/Item Oversized
All above events will follow the same workflow after selecting Confirmation Event, as presented on this slide

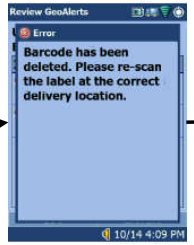


Select No-Review to verify barcodes and press Enter

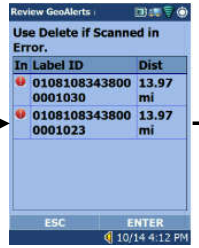


Scroll up/down to select label and press delete key

Select 1. Remove Label and Press Enter



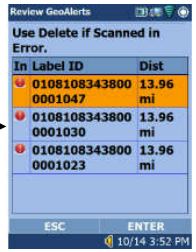
Label removed successfully



Press enter to proceed

Back to Delivery location screen

Select 2 Do Not Remove, Enter



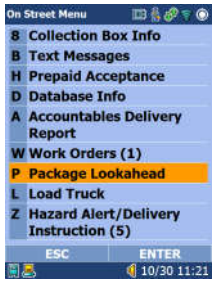
Back to Review GeoAlerts screen

UNITED STATES POSTAL SERVICE®

- **Package Look Ahead Screen Flow Update:**

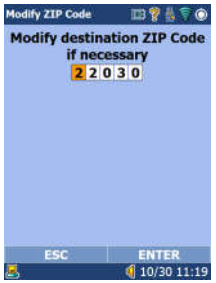
  - Delivery Address now displays in PLA stop level screen
  - Stops with ALL packages delivered or processed will be removed from PLA list
  - Stops with packages partial delivered, i.e. some package not processed, the stop will remain at PLA
    - At the stop level, individual package will be displayed with color
      - Green – delivered
      - Yellow – processed but not delivered
      - Blue – not scanned

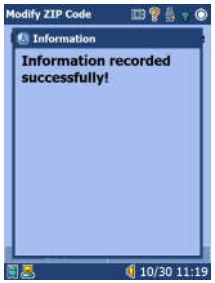
Single Package Lookahead



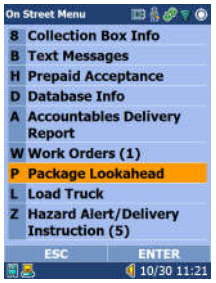
New: Delivery Address now displays in PLA stop level screen

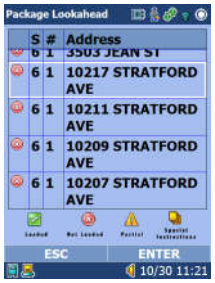
Deliver package



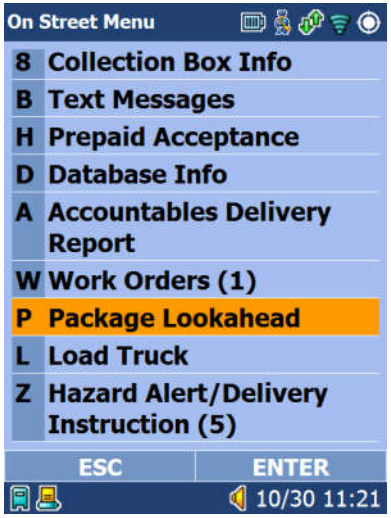


After Delivery, the stop 10213 Stratford Ave is completed and hence is removed from PLA



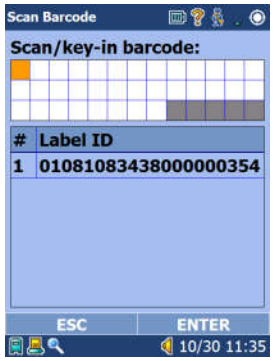


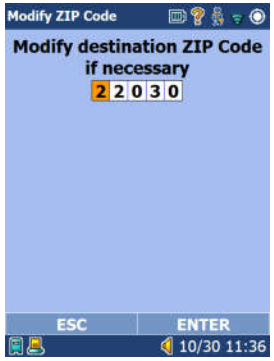
Multiple Package – Before Delivery



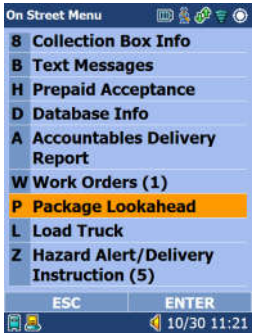
Before Delivery and applying confirmation event

Multiple Package – Partial Delivery Attempted

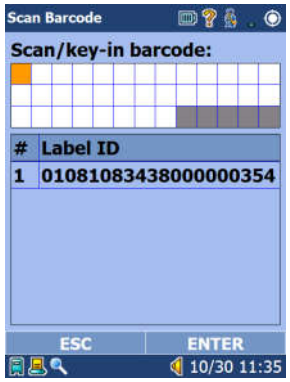


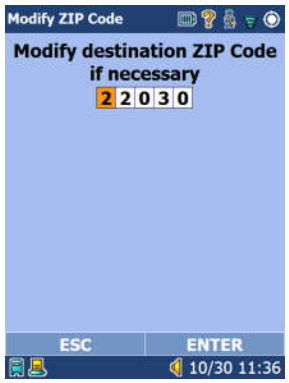


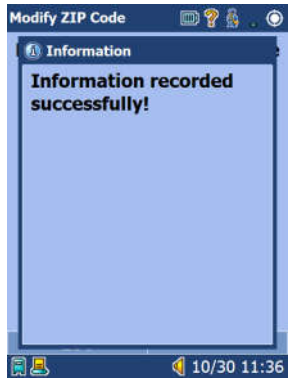
After **Attempted /Non-Delivered Event, the package is highlighted in Yellow**



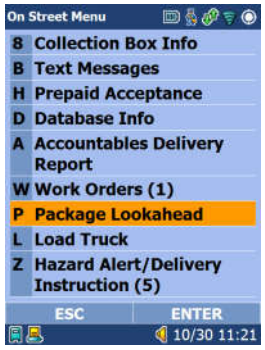
Multiple Package – Partial Delivery Delivered



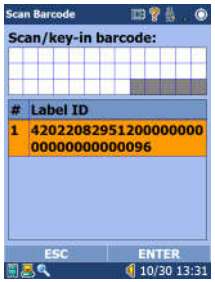


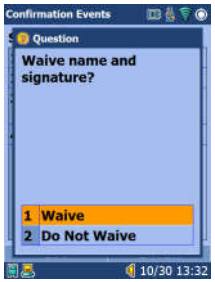


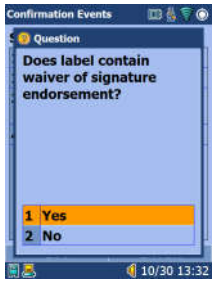
After **Delivered Event,** **the package is highlighted in Green**

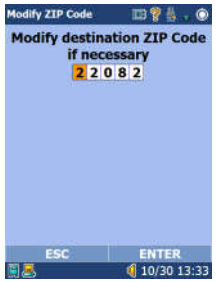


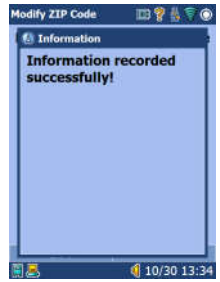
Multiple Package – Complete Delivery



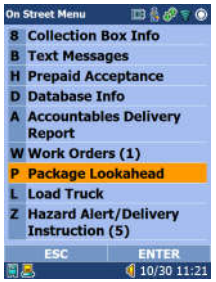








Stop 10228 Stratford removed from PLA. (both packages delivered – label ending with 0354 delivered in previous slide)



Vibration to Support Hearing-impaired Carriers

Background

In order to support hearing-impaired carriers there is a need to allow the devices to vibrate when normally a Text To Speech (TTS) is provided

Changes on MDD

Modify the MDD to vibrate for the following messages:

Interactive Messages – User needs to react by pressing Enter.

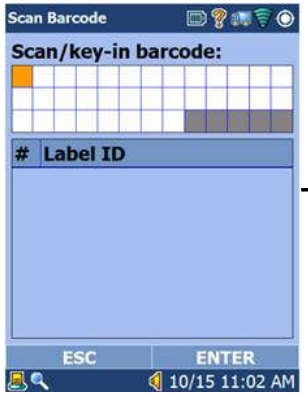
- Warning: Data Entry Not Compete
- Battery Warning: Battery is critical low. Please change battery or place MDD into cradle.

Question Message – User needs to make a selection to respond.

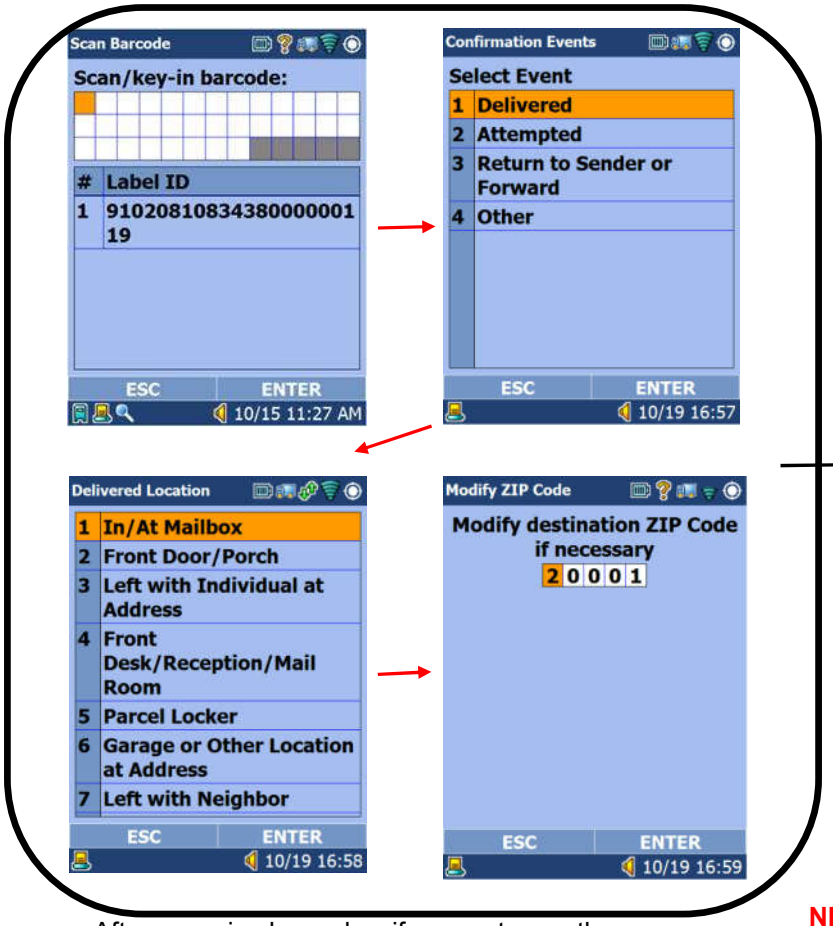
- You Have {0} unread alerts. Do you want to….?
- Warning: Data Not Saved

Warning: Data Not Saved

Select Scan Barcode and Press Enter



Scan a Barcode



After scanning barcodes, if users stay on these screens for longer than 5 mins, a warning message will display

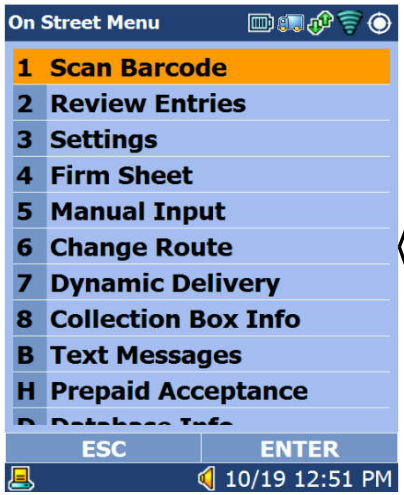
NEW

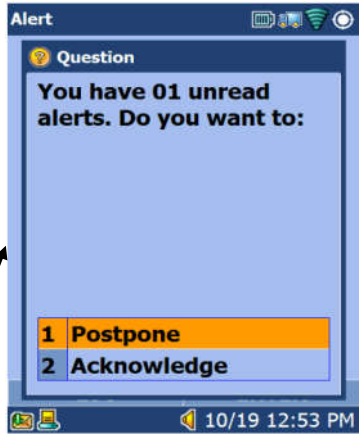
Warning Message is displayed after 5 minutes with **beeping and vibration** – Select Continue to keep label or Discard to discard label.

Warning: Battery Critical Low

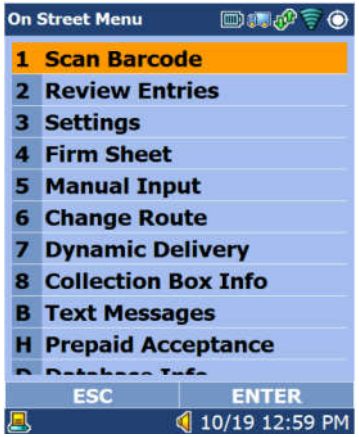
When Battery reaching critical low, less than 10% of remaining capacity, MDD pops up warning along with vibration. This popup can be displayed at any workflow inside the MDD application.

You Have {0} unread alerts. Do you want to....?

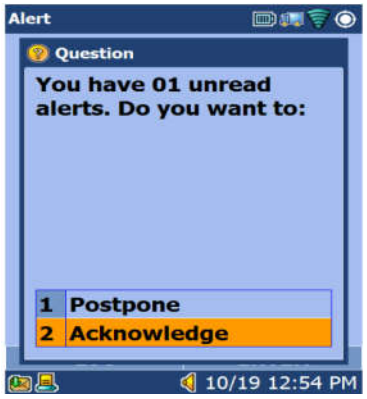




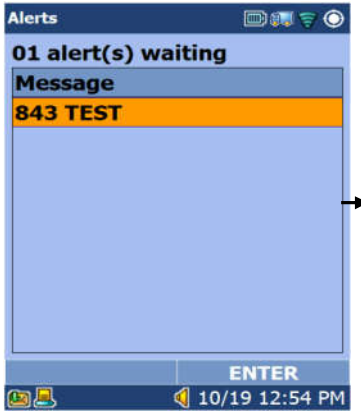
If you select
1. Postpone

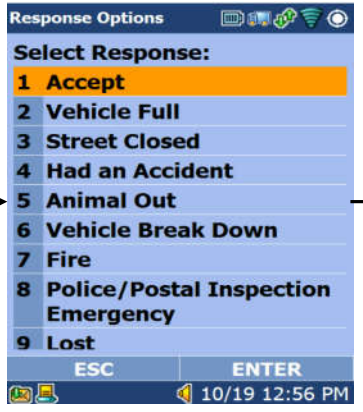


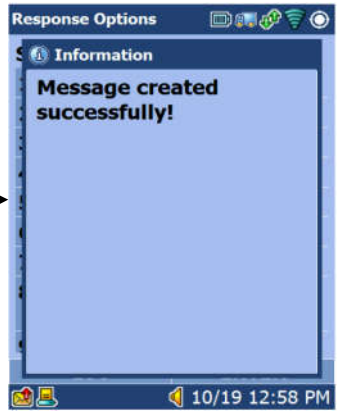
If you get this pop up "You have (x) unread alerts…" the device will start **beeping and vibrating.** ← **NEW**



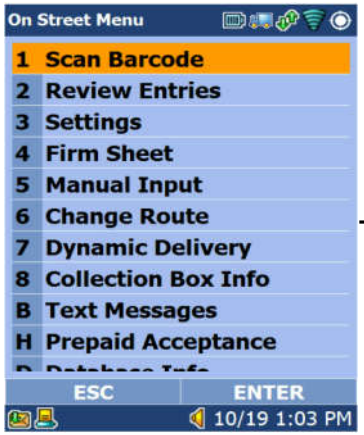
If you select
2. Acknowledge



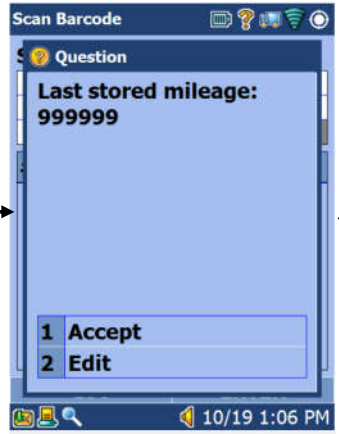




Data Entry Not Complete



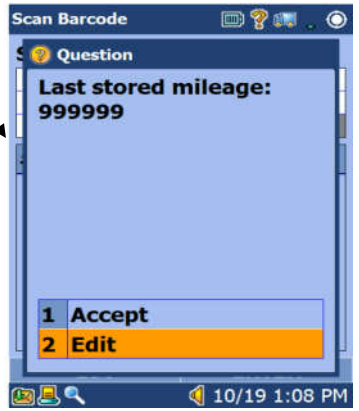
Scan a MSP label



Question pop up will appear

Select 1. Accept

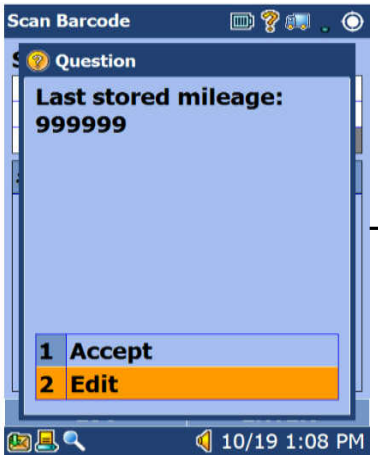
Data is recorded



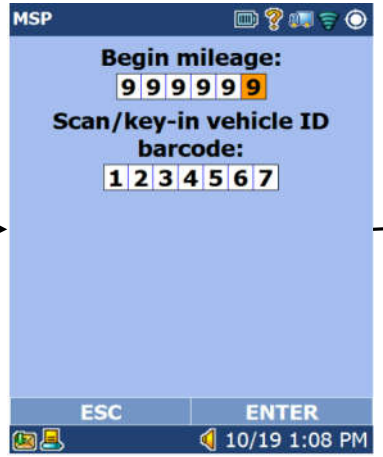
Select 2. Edit

Go to the next slide….

Warning: Data Entry Not Complete



Select 2. Edit

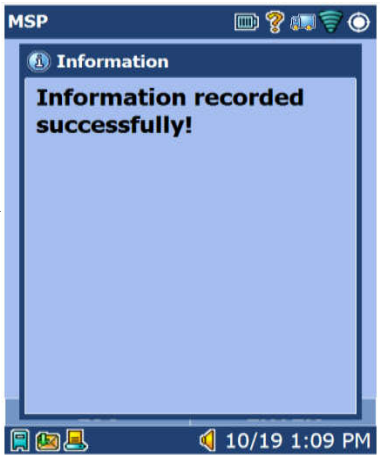


Enter Begin mileage and vehicle ID then stay on the screen for 1 minute.

The “Data entry not complete!” warning message will appear and the device will start **beeping and vibrating.** ← **NEW**

Select ENTER to go back to MSP screen.

Enter Begin mileage and vehicle ID then Select ENTER



Data saved successfully!

Add New Global Direct Entry Service Barcode

Background

The Global Direct Entry program needs a way to better identify items that have originated overseas but are labeled with domestic IMPB labels

Changes on MDD

Modify the MDD to accept the following Service Type Codes:

- 124 Priority Mail - Global Direct Entry
- 125 Priority Mail Signature Confirmation - Global Direct Entry
- 144 First Class Package Service - Global Direct Entry
- 145 First Class Package Service Signature Confirmation - Global Direct Entry
- 487 Parcel Select Lightweight - Global Direct Entry
- 626 Parcel Select - Global Direct Entry